Information Systems Strategy and Management

SELECTED STANDARDS OF BUSINESS INFORMATICS MANAGEMENT (ITIL, COBIT, ...)

- ITIL is a set of publications describing the best practices of ICT services management and a system of certification and training of individuals in the knowledge of these practices.

- OGC is a United Kingdom office that was established to gain more value from government spending and, through its activities, assists government agencies in project management, purchasing, and so on. OGC is the owner of ITIL.

- The ITIL publisher is The Stationery Office (TSO). The official accreditation for ITIL certification is provided by APMG (OGC, 2008).
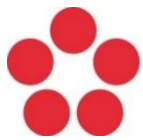
ITIL version 3

- Service Strategy,
- Service Design,
- Service Transition,
- Service Operation,
- Continual Service Improvement,
- Glossary,
- Acronyms.

Web publications,

   Syllabus for the qualification scheme.

- Service Support,
- Service Delivery,
- Security Management,
- Applications Management,
- Planning to Implement Service Management,
- ICT Infrastructure Management,
- ITIL Business Perspective,
- ITIL Business Perspective 2: The Business View on Successful IT Service Delivery.

*Figure 8-1 ITIL v3 Structure(ITIL3 SS, 2007)*
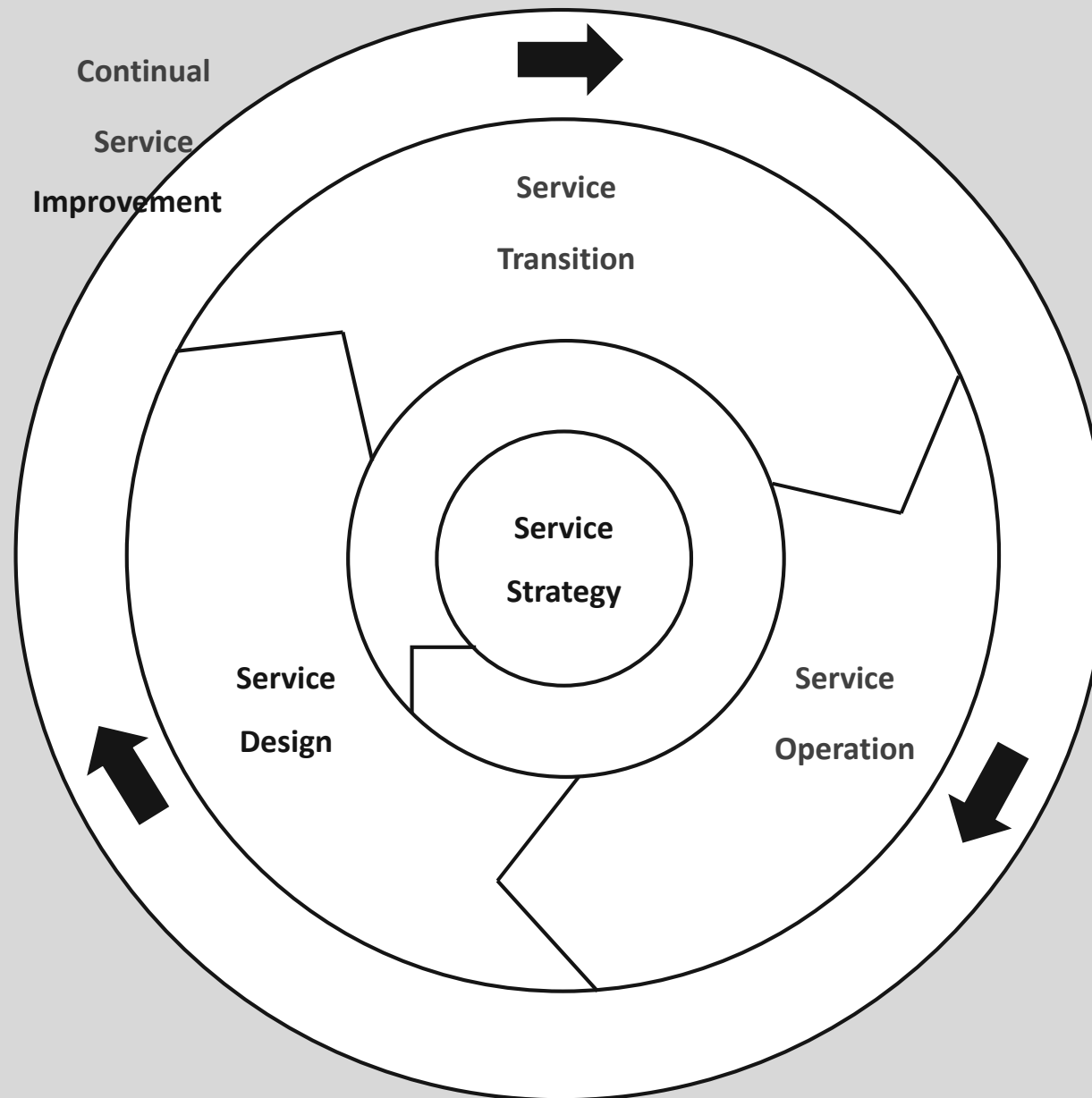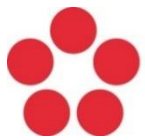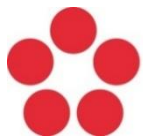
- **The Service Strategy** (ITIL3 SS, 2007) book deals with strategic service management. The book introduces the principles and guidelines for implementing service management as a strategic asset that will provide the business with its ability to transform resources into service delivery, delivering value for business that can be managed through service management processes and continual improvement.

- **The Service Design** (ITIL3 SD, 2007) publication topic is the design and development of services and service management processes. This includes the principles for converting strategic objectives into service and asset portfolios.

- The purpose of the **Service Catalogue Management** process is to provide a single source of consistent information about all the services
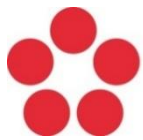
- The **Service Level Management** process negotiates and documents the subject and parameters of services with business representatives in SLA documents, and then tracks the ability of the provider to deliver negotiated services, as in ITIL version 2.

- The **Implementing Service Design** section describes how to introduce processes and how to measure process maturity and organization IT.

- The Service Transition (ITIL3 ST, 2007) book provides advice on how to deploy new and changed services, taking into account the risk of errors and interruptions in service delivery.

- The **Process Change Management** covers the logistics of any changes in service, asset-related assets, and configuration units. Its goal is to ensure that changes are recorded, assessed,
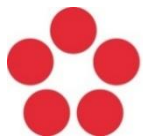
- The **Service Operation** (ITIL3 SO, 2007) publication is dedicated to operational processes during service provision. The processes are as follows:
  - Event Management,
  - Incident Management,
  - Request Fulfilment,
  - Problem Management,
  - Access Management.

- The latest ITIL version 3 is **Continual Service Improvement**. (ITIL3 CSI, 2007). This publication addresses the tools for ensuring the compliance of ICT services with business needs through continuous improvement of services throughout their lifecycle.
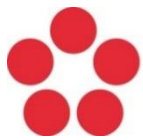
Part of ITIL version 3 is also a qualification system. Through accredited organizations, individuals can take exams and qualify at four levels: (OGC, 2008):

- Foundation Level,
- Intermediate Level (5 Lifecycle Stream certificates and 4 Capability Stream certificates),
- ITIL Expert,
- ITIL Master.
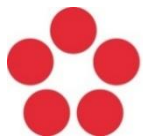
CobiT (Control Objectives for Information and Related Technology) was developed and published by ISACA, a non-profit independent organization.
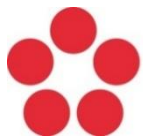
Structure of the CobiT Procedural Framework

- CobiT defines four domains of business informatics management and a total of thirty-four IT processes. For every IT process, it proposes criteria for process performance measuring and for assessing the risks associated with the process.

CobiTu Domains

The four core business process management areas of CobiT include:

- Plan and Organize, PO

The IT Balanced Scorecard is a tool for business informatics management and management of the relationship between IT and business.

The IT Balanced Scorecard modifies four original perspectives (financial, customer, business processes, and learning and growth) into important business information:

- User orientation,
- Business benefits,
- Operational excellence,
- Future orientation.